NETWORK MANAGER REPORT

DECEMBER 2010

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OVERVIEW

Operations

December brought a productive year to a close for Alabama Interactive. The portal focused on providing quality customer service to all Alabama Interactive customers as renewal season was calming down. The AI staff responded to and assisted with numerous technical questions to those renewing their professional licenses before December 31st. Alabama Interactive also closed 2010 having launching a total of 32 new applications for our state partners.

Highlights for the month include:

- Renewals for the Alabama Board of Optometry came to an end on the 31st. This year's license renewals transactions were up 14% from the previous year. The application allows certified optometrists to renew their licenses online with the Board.

- The Alabama State Board of Public Accountancy online license renewal application this month doubled the number of transactions compared to December 2009. This application allows users to renew their accountant license online with the Board.

- The Alabama State Banking Department online license renewal application allows banking and financial institutions to renew their pawn shop, small loan, deferred payment, and mini-code licenses online. The application experienced a 10% increase from December 2009.

- The online license renewal application for the Alabama Onsite Wastewater Board processed over 300 renewals with transactions totaling over $78,000 in the month of December alone. Only 140 renewals were processed for the Board within the entire renewal season of 2009.

- The Inmate Banking Deposit System for the Alabama Department of Corrections processed over 3,140 transactions with over $185,639 deposited into inmates' accounts this month. The amount of money transferred is up 18% and the number of transactions is up 12% from June of this year.

- The Alabama Heating and Air Conditioning Contractors Board refrigeration license renewal application has seen an 18% adoption rate increase from December 2009 to December 2010. The application allows refrigeration repair professionals to renew their licenses online.

- The launch of the redesigned Alabama.gov website was mentioned in the December issue of Government Technology in the "Year in Review" section. The Government Technology magazine aims to deliver content to information technology professionals working in the public-sector.

- Alabama Interactive processed over $5.3 million for the fourth quarter through the Alabama Department of Revenue's tax estimation application.

Marketing

Alabama Interactive personally delivered over 80 poinsettias to state partners as the holiday season neared this December. The poinsettias presented beneficial opportunities for newer staff members to speak with our partners in person, and provided marketing team members a chance to converse with our partners, thus strengthening existing relationships. The marketing team also worked diligently with the Dev-Share team to ensure the portal successfully implemented any late fees, application closings, or application openings on the first day of the new year. The state this year declared December 31st a holiday, which created an added challenge when preparing for this critical period; therefore, team members created communication plans internally and with their agencies to quickly resolve any potential issues that could have arisen on December 31st.

Customer Service

The month of December was a busy one for the Alabama Interactive customer service team, especially with license renewals for the Homebuilders Association, the State Board of Veterinary Medical Examiners, and the Board of Professional Engineers and Land Surveyors. The AI team answered 805 live chats and around 435 emails throughout the month. The customer service team also answered more than 980 phone calls including calls about general questions, various state services and online applications.

The customer service team continues to implement the highest customer service standards. One customer could not log in to renew her veterinary license. Our customer service representative assisted the licensee who then replied, "Thank you. That has our issue resolved. Thank you for your prompt response and patience." Another customer recognized the responsiveness of the AI team by stating, "Wow, that was fast and very much appreciated." AI's customer service team looks forward to serving its customers in 2011.

Development

The AI development team, during the month of December, reviewed the process of converting applications to use the new Payment Engine system. The team developed standard documentation and procedures for quickly and easily upgrading AI applications to use this new system. Midnight of December 31st marked AI's first group of applications to be migrated to the new Payment Engine.

The development team, also, interviewed a number of potential candidates for a Developer position. We have selected one candidate who will be starting at the end of January. The team is still looking to bring on a few more Developers to help with application maintenance and support.

Completed New Applications for 2010

Agency	Application	Description	Date Completed
Alabama State Board of Chiropractic Examiners	Reinstatement	Allows licensees to reinstate licenses	01/11/2010
Alabama Bar Association	Shopping Cart	Allows users to purchase BAR book online	01/22/2010
Alabama Department of Child Abuse & Neglect Prevention	Fatherhood Forum	Allows single fathers to ask the agency and other single fathers' questions.	01/29/2010
Alabama Board of Examiners of Assisted Living Administrators	License Renewals	Allows Category 1 and 2 licensees to renew online	01/31/2010
Alabama Board of Examiners of Assisted Living Administrators	Replacement License	Allows active licensees to request a replacement license online	02/18/2010
Alabama Board of Examiners of Assisted Living Administrators	Nursing Home License Renewal	Allows nursing home administrators to renew assisted living license online	02/18/2010
Alabama Onsite Wastewater Board	Exam	Allows users to apply for exam online	02/22/2010
Alabama Board of Examiners of Assisted Living Administrators	Nursing Home Admin Initial	Allows nursing homes administrators to apply online	02/22/2010
Alabama Department of Conservation and Natural Resources	Boat Registration	Allows counties to register boats online	02/28/2010
Alabama Interactive	Alabama.gov iPhone application	Allows iPhone users to access an enhanced mobile version of Alabama.gov	03/07/2010
Alabama Board of Examiners of Assisted Living Administrators	Initial Application	Allows users to apply for their initial license online	04/06/2010

Alabama Department of Public Health	Child Health IVR Solution	Allows users to make AllKids payment via phone	05/17/2010
Alabama Department of Environmental Management	General Invoice Payment	Allows individuals to pay various ADEM generated invoices and fees online	05/24/2010
Alabama Interactive	Portal - Version 8	The new portal added a number of new features including a carousel of quick links and an interactive map.	06/01/2010
Alabama Home Builders Licensure Board	Expired Inactive – Corporation License Renewal	Allows corporations to renew their Expired Inactive license online	06/01/2010
Alabama Board of Examiners of Assisted Living Administrators	Emergency Permit	Allows an acting administrator to apply for a interim permit	07/01/2010
Alabama Department of Revenue	Personalized Tag Reservation	Application re-write	07/14/2010
Alabama Department of Purchasing	Vendor Registration	Allows vendors for the state to register online	08/01/2010
Alabama Social Work Examiners Board	Initial License Application	Allows users to apply for initial license online	08/02/2010
Alabama Department of Labor	Child Labor Certificate Renewals	Allows users who purchased a child labor certificate to renew their certificates online	08/16/2010
Alabama State Board of Chiropractic Examiners	Fines and Fees	Allows users to pay their Board fine and fees online	09/02/2010
Alabama Alcohol Beverage Control Board	Vendor Rep-ID's	Provides Alcohol Brand Reps ID Cards w/pictures	09/21/2010
Alabama Secretary of State	Corporation Certificate of Existence	Certificate of Good Standing for Corporations	10/01/2010
Alabama Board of Court Reporting	Change of address	Allows licensees to change address online	10/01/2010

Alabama Board of Court Reporting	License Verification	Allows users to verify license status online	10/01/2010
Alabama Licensure Board for Interpreters and Transliterators	Change of address	Allows licensees to change address online	10/01/2010
Alabama State Board of Respiratory Therapy	Change of address	Allows licensees to change address online	10/01/2010
Alabama State Board of Respiratory Therapy	License Verification	Allows users to verify license status online	10/01/2010
Alabama Department of Revenue	Registration Record Search	Allows user to search registrations online	10/01/2010
Alabama Department of Revenue	Title Record Search	Allows user to search titles online	10/01/2010
Alabama State Board of Occupational Therapy	License Renewal	Allows user to renew their license online	10/14/2010
Alabama Board of Cosmetology	Electronic Inspections Application	Allows users to inspect facilities on site using mobile devices	10/18/2010

Completed Updates for 2010

Agency	Application	Description	Date Completed
Alabama Department of Conservation and Natural Resources	Magazine - Rewrite	Complete rewrite of existing application	01/22/2010
Alabama State Board of Registered Foresters	License Renewal - Rewrite	Complete rewrite of existing application	01/25/2010
Alabama Department of Education	Merchant Service	Update to the existing web service	01/28/2010
Alabama Electrical Contractors Board	License Renewal	Update to existing application	01/28/2010
Alabama State Board of Registered Foresters	Intranet	Update to existing application intranet	01/28/2010
Alabama Board of Interpreters and Transliterators	License Renewal	Update to existing applications, licensees will not be able to edit fields	02/01/2010
Alabama Real Estate Commission	CMAP	Updates to existing application	02/03/2010
Alabama Real Estate Commission	Transfer Application	Updates to existing application	02/03/2010
Alabama State Motor Pool	Online Reservation	Rewrite of existing application	03/01/2010
Alabama Secretary of State	Monthly Search	Updates to existing application	03/01/2010
Alabama State Board of Chiropractic Examiners	Reinstatement	Update to add additional fee to reinstatement application	03/22/2010
Alabama Home Builders Licensure Board	Expired Inactive	Updates to existing application	03/30/2010
Alabama Department of Conservation and Natural Resources	Intranet	Added account information to the intranet	03/16/2010
Alabama State Bar	Sections	Updates to existing application	04/02/2010
Alabama Real Estate Commission	Certification	Updates to existing application	04/05/2010

Alabama Real Estate Commission	New Course	Updates to existing application	04/14/2010
Alabama Real Estate Commission	Official Document Printing	Added license expiration date on column	04/14/2010
Alabama State Bar	Annual Registration	Updates to existing application	04/29/2010
Alabama Department of Revenue	Construction Fee Return	Update to allow processing of Credit Cards	05/05/2010
Alabama State Board of Chiropractic Examiners	Verification	Rewrite of existing application	05/14/2010
Alabama Real Estate Commission	Enhanced Security Login	Update to login security	05/17/2010
Alabama State Board of Chiropractic Examiners	License Renewal	Update to add Bachelors degree option to application	05/19/2010
Alabama Alcohol Beverage Control Board	License Renewal	Updates to existing application	06/01/2010
Alabama Department of Conservation and Natural Resources	Alligator Hunt	Updates to existing application	06/01/2010
Alabama Interactive	Subscription Service	Allows users to apply / renew their subscription service online	06/09/2010
Alabama Secretary of State	UCC Filing	Allows users to select multiple items	06/10/2010
Alabama Department of Conservation and natural Resources	Becoming an Outdoor Woman	Allows users to pay for Becoming an Outdoor Woman online	07/26/2010
Alabama Board of Physical Therapy	License Renewal	Updates to existing application	08/02/2010
Alabama Real Estate Appraisers Board	License Renewal	Updates to existing application	08/02/2010
Alabama State Board of Chiropractic Examiners	License Renewal	Updates to existing application	08/15/2010
Alabama State Board of Chiropractic Examiners	Facility Renewals	Updates to existing application	08/17/2010

Alabama State Bar	Exam	Allows users to pay for their Bar exam online	09/01/2010
Alabama Board of Respiratory Therapy	Initial License	Updates to existing application	09/11/2010
Alabama Plumbers and Gas Fitters Board	License Renewal	Updates to existing license renewal application	10/01/2010
Alabama Onsite Wastewater Board	License Renewal	Updates to existing license renewal application	10/01/2010
Alabama Department of Revenue	Auto Dealers	Updates to existing license renewal application	10/01/2010
Alabama Department of Public Health	Facility Renewal	Updates to existing license renewal application	10/01/2010
Alabama Board of Public Accountancy	License Renewal	Updates to existing license renewal application	10/01/2010
Alabama Board of Public Accountancy	Firm Renewal	Updates to existing license renewal application	10/01/2010
Alabama Heating, Air Conditioning and Refrigeration Contractors	License Renewal	Updates to existing license renewal application	10/01/2010
Alabama Board of Optometry	License Renewal	Updates to existing application	10/01/2010
Alabama Board of Veterinary Medical Examiners	License Renewal	Consolidate all apps into one for renewal period	10/01/2010
Alabama Department of Conservation and Natural Resources	BOW	Updates to existing application	12/15/2010

In Testing…

Agency	Application	Description	Status	Target Date
Alabama Department of Revenue	Initial Business Privilege Tax	Allows users to complete the initial privilege tax online	This application is in agency testing.	March 2009
Alabama Electronic Securities Board	License Renewal	Allows current licensed installers to renew licenses online	This application is in agency testing	September 2010
Alabama Department of Conservation and Natural Resources	5 Rivers	Merchant Service	This application is in agency testing	September 2009
Alabama Board of Licensure for Professional Geologists	Professional Geologists License Renewal	Allows licensed geologists to renew online	This application is in agency testing	March 2010
Alabama Alcoholic Beverage Control Board	E-packets	Allows agents to submit monthly paperwork electronically	This application is in agency testing	June 2010
Alabama Board of Nursing	New name and address change	Allows licensees to change name/address via separate applications	This application is in agency testing	November 2009
Alabama Secretary of State	LLP Annual Registration	Allows LLCs to pay annual registration fee online	This application is in agency testing	TBD
Alabama Department of Corrections	Inmate Banking IVR application	Allows user to deposit money to an inmate's account by phone	This application is in internal testing	January 2010
Alabama Alcohol Beverage Control Board	Payment Portal	Allows users to pay citations online	This application is in agency testing	August 2010
Alabama Alcohol Beverage Control Board	E-Citations	Allows ABC Agents to issue citations electronically	This application is in agency testing	June 2010

Alabama Board of Pardons and Paroles	Supervision Payment Application	Allows parolees to pay monthly fee with credit/debit cards	This application is in agency testing	TBD
Alabama State Board of Chiropractic Examiners	Initial License	Allows user to purchase initial license online	This application is in internal testing	May 2010
Alabama Alcohol Beverage Control Board	Online Liquor Order Wholesale	Allows wholesalers to order liquor online	This application is in agency testing	June 2010
Alabama Department of Public Safety	Driver's license practice Test	Allows users to take the practice test online	This application is in agency testing	August 2010

In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Alcohol Beverage Control Board	Wholesale Beer and Wine	Allows users to pay wholesale beer and wine taxes online	This application is in pre-project phase	July 2010
Alabama Department of Conservation and Natural Resources	iPhone Application	Allows users to find wildlife management areas and upload photos	This application is in pre-project phase	TBD
Alabama Board of Examiners in Marriage and Family	Change of address	Allows licensees to change address online	This application is in the development phase	TBD
Alabama Board of Examiners in Marriage and Family	License Verification	Allows users to verify license status online	This application is in pre-project phase	TBD
Alabama Interactive	Becoming Alabama	In-kind website for the Alabama Archives et al.	This application is in pre-project phase	August 2010
Alabama Department of Corrections	iPhone/ Mobile application	Allows users to deposit money to inmates via a mobile device	This application is in the development phase	May, 2010
Alabama Department of Revenue	Motor Vehicle Form 04	Allows users to file lien holder applications online	This application is in the pre project phase	August 2009
Alabama Department of Revenue	Replacement title	Allows user to order replacement titles online	This application is in pre-project phase	TBD
Alabama Board of Examiners of Landscape Architects	Exam Application	Allows users to pay for their license exam online	This application is in the development phase	August 2010
Alabama Department of Public Health	Renovation Contractors	Allows renovation contractors to renew or apply for their license online	This application is in pre-project phase	October 2010

Alabama Department of Agriculture and Industries	Private applicator Permit	Allows private applicators to purchase their permits online	This application is in pre-project phase	October 2010
Alabama Department of Agriculture and Industries	Commercial applicator Permit	Allows commercial applicators to purchase their permits online	This application is in pre-project phase	October 2010
Alabama Electrical Contractors Board	Replacement Title	Allows licensees to get copies of their licenses if lost or stolen	This application is in pre-project phase	January 2011
Alabama Department of Labor, Child Labor Division	Fees and Fines	Allows users to pay their fees and any fines online	This application is in pre-project phase	TBD

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Shopping Cart	Update to current shopping cart	This application is in internal testing	April 2009
Alabama Department of Revenue	Motor Vehicle	Motor vehicle intranet	This application is in the pre project phase	August 2009
Alabama Department of Conservation and Natural Resources	License Renewal	Updates to existing application	This application is in development	June 2010
Alabama Department of Revenue	Unclaimed Vehicle Report	Provides subscribers with unclaimed vehicle information	This application is in development	TBD
Alabama Department of Corrections	Recurring Payments	Update to allow users to set recurring payments	This application is in internal testing	May 2010
Alabama Department of Conservation and Natural Resources	Boat Registration	Updates to existing application	This application is in development	June 2010
Alabama Department of Conservation and Natural Resources	Canoe Trail	Updates to existing application	This application is in pre-project phase	TBD
Alabama Department of Conservation and Natural Resources	Hunting and Fishing Rewrite	Application rewrite	This application is in pre-project phase	TBD
Alabama Board of Cosmetology	Salon Renewal	Updates to add radio button for open, closed, OOBus ;score field	This application is in development	TBD

SERVICE REQUESTS

N/A

MONTH IN REVIEW

Total AI Network Transactions: 186,249

Average Successful Request per Day: 6,010

Total alabama.gov Visitors: 103,280

Total alabama.gov Page Views: 217,116

Total alabama.gov Chats or Offline Messages from Live Help: 805

Total AI Customer Support Emails: 435

OPERATIONS & ADMINISTRATION

Alabama Interactive concentrated on wrapping up another successful license renewal with strong customer service. AI is also conducting several agency meetings in order to plan the development of numerous applications for 2011. We anticipate another full year of new applications as well as application updates.

OTHER BUSINESS/IN CLOSING

In closing, December brought the beginning of the renewal season and the end to a very busy month. We are looking forward to the coming months with new service offerings, license renewals and higher adoption.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1988, or email at barrett@alabamainteractive.org

Respectfully Submitted,

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